

Job Description

Job Classification: Program Assistant

Summary: This position provides a broad range of specialized program support services, including but not limited to specialized administrative tasks, data processing and records management. Individual accountabilities and work volume will be established through the development of annual Success Objectives, within the framework outlined below.

Essential Duties and Responsibilities:

- Coordinates and performs specialized data processing tasks for the program/department, as defined by program needs and contractual requirements. Performs non-specialized tasks, as needed, including but not limited to word processing, filing, photocopying, screening in-coming calls and visitors/clients and directing correspondence in accord with Organizational standards (i.e., First Impressions Standards) and program guidelines.
- Analyzes and performs specialized database entry for Representative Payee Accounts, including but not limited to balancing individual client accounts to the general ledger and disbursing monthly accounting summaries to case managers, clients and supervisors.
- Establishes, maintains and analyzes the disbursement of client assistance funding, representative payee, petty cash, tokens, jewel coupons, etc. Prepares records, schedules and other necessary documentation for the process of such funds.
- Manages and performs specialized clinical case summary updates. Maintains a baseline knowledge of relevant program and service/treatment-related terminology.
- Develops, coordinates and implements the policies and procedures for the selection, ordering, delivery and installation of all capital purchases for the program/department.
- Develops, coordinates and implements the policies and procedures for inventory control for the program/department, including but not limited to computer equipment, office and statistical supplies and other resources. Monitors expenditures for office related costs.
- Establishes relationship with goods and services vendors and acts as liaison between the program/department and building management, landlord, maintenance staff, and/or internal contacts, as appropriate. Resolves routine problems and refers non-routine problems to appropriate channels.
- Coordinates the production and assembly of proposals, applications and reports. Responsible for generation of data-based reports and statistical summaries for internal and external needs of the program/department.
- Designs presentation of statistical, graphic and narrative formats for major documents, proposals and/or applications.
- Develops and maintains filing systems and ensures accuracy, confidentiality and consistency of filing systems, charts and records.
- Develops, coordinates and implements training for new software packages, office operations and equipment, and fiscal operations for program/department staff.
- Assumes a leadership role and maintains an appropriate professional demeanor towards co-workers, visitors, clients, supervisors and other non-personnel.
- Develops and maintains schedules and rosters (conference room, staff, vehicle sign-out, etc.).
- Adheres to professional standards as outlined by governmental bodies, National Association of Social Workers (NASW), American Psychiatric Association (APA), American Psychological Association (APA), private funding sources, organizational plans/policies and program guidelines. Participates in periodic evaluative reviews and/or in-house and external staff training to ensure that he/she understands and continues to adhere to such standards. Initiates requests for assistance or guidance from Supervisor to address new issues or complex concepts affecting adherence to professional standards.
- Other duties may be assigned.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** High school diploma or equivalent and three years of related experience, or equivalent combination of education and experience.
- **Other Qualifications:** Demonstrated computer proficiency, including knowledge of word processing, spreadsheet and database software. A familiarity with or understanding of program-specific terminology (i.e., mental health and addictions) may be required.
- **Language Skills:** Fluency in a second language may be required. Ability to write reports, correspondence, and instructions. Ability to effectively present information and respond to questions from staff, managers, participants, vendors, and the general public.
- **Mathematical Skills:** Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.
- **Reasoning Ability:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

- Excellent verbal and written communication skills.
- Proficient math and computer skills.
- Strong organizational skills.
- Ability to work with diverse populations.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and talk or hear.
- The employee is frequently required to reach with hands and arms.
- The employee is occasionally required to stand; walk; sit; climb or balance; and stoop, kneel, crouch, or crawl.
- The employee must occasionally lift and/or move up to 15 pounds.